



COVID-19 Vaccine Management System - CVMS Provider Portal

Switch Location Job Aid

Please follow these instructions if you are a user operating from multiple locations within your organization.

Note that a user must first be set up in CVMS for each location using the same NCID username. If you are currently set up with a different NCID for each location, please submit a request to consolidate multiple locations into a single NCID username following the steps in the HCP User Onboarding Process User Guide located at:

<https://covid19.ncdhhs.gov/vaccines/providers/covid-19-vaccine-management-system-cvms>

Step-by-step instructions

1. Navigate to the CVMS Provider Portal (<https://covid-vaccine-provider-portal.ncdhhs.gov>)
2. Connect using your NCID username and password

When you log in to the CVMS Provider Portal, all of your operations in the CVMS Provider Portal (e.g., booking appointments, logging vaccine administration) will be attributed to the location that you select.

The screenshot shows the CVMS Provider Portal interface. At the top, there is a navigation bar with links: Home, Recipient, Appointments, Bulk Registration, and Help & Information. Below the navigation bar, there are two buttons: 'Switch Locations' and 'Add Location'. The main content area is divided into two sections. The left section is titled 'Recipient Check-In' and contains a text input field for 'Appointment Confirmation Number' with a 'Go' button next to it. Below this, there is a link 'No Appointment Confirmation Number?' and a 'Search Appointments' button. The right section is titled 'Today's Appointments' and contains a table with columns: TIME, DETAILS, CASE NUMBER, and LOCATION.

NOTE: Each time you log in to the CVMS Provider Portal, you will first need to select the location in which you will be performing operations in the CVMS Provider Portal. Therefore, prior to conducting any activity in the CVMS Provider Portal, you will first need to select the location from which you are operating. If you reconnect after logging out, you will once again need to select the location to be allowed to book appointments, document vaccine administration, or manage inventories.

If there is no location displayed at the top of the **HOME** page, switch to the correct location by following these instructions:



1. Select **SWITCH LOCATIONS**

The screenshot shows the NCDHHS CVMS Provider Portal. The navigation bar includes Home, Recipient, Appointments, Locations, and Bulk Registrations. Below the navigation bar, there is a section titled 'Recipient Check-In'. A red box highlights the 'Switch Locations' button. Below this button, there is a text input field for 'Appointment Confirmation Number' and a 'Go' button. At the bottom, there is a 'Search Appointments' button.

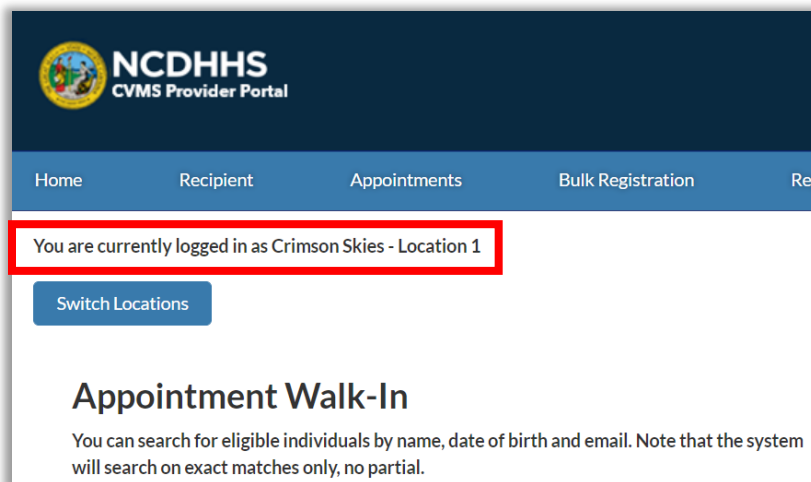
2. Select the appropriate location from the list that appears and click **SUBMIT**

The screenshot shows a modal window titled 'Select the location to proceed:'. The modal contains a table with columns: Location Name, Street, City, State, Country, and Postal Code. The first row is selected, indicated by a blue circle in the first column. The 'Submit' button is highlighted with a red box.

Location Na...	Street	City	State	Country	Postal Code
Crimson Skies - Location 1	123 Test Dr null	Raleigh	North Carolina	USA	27609
Crimson Skies - Location 3				USA	
Crimson Skies - Location 2	null null			USA	



3. Please always confirm that you switched to the location of your choice by checking the location name displayed at the top of the **HOME** page



If you have any questions or issues, please go to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine and select the "**Vaccine Provider**" option to submit your question or issue.

You can also call the COVID-19 Vaccine Provider Help Center at (877) 873-6247 and select option 1. The COVID-19 Vaccine Provider Help Center is available during the following hours:

Monday – Friday: 7:00 AM – 7:00 PM ET
Saturday – Sunday: 10:00 AM – 6:00 PM ET

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